



2521 ST. PAUL STREET, BALTIMORE, MARYLAND 21218
(410) 235-2210

Position Description

Position: Volunteer & Community Relations Coordinator

Hours: Year-round position is for full-time, hourly employment (32-35 hours/week) and involves working evening and weekend hours.

Description: The Volunteer & Community Relations Coordinator works as part of the fund development team. This position will help manage donor communications, event management, volunteer management, and outreach efforts to support the organization's goals. This position will also be responsible for effective and efficient use of resources and the customer relationship management software (DonorPerfect) to track and achieve development objectives. This staff member will be asked to think both strategically about larger efforts of the development department, along with performing highly detailed tasks daily.

Responsibilities: Under the immediate supervision of the Director of Development, performs the following:

Donor Relations:

- Works with Director of Development and development team to ensure regular donor communications are being planned, tracked, and acknowledged.
- Supervises all annual mailings and donor data reporting.

Special Events Coordination:

- Assists in the planning and implementation of all fundraising events.
- Manages all logistics and day-of production for fundraising events including vendor relationships, sponsorship tracking, expense reports, volunteer recruitment, and event logistics.
- Works closely with the Director of Development in securing in-kind donations.
- Works in conjunction with the development team to ensure the organization's presence and marketing of events conveys its mission, services, and brand.

Community Relations and Communications

- Recruits and coordinates the activities of volunteers, including conducting orientations; maintains volunteer database and volunteer policies.
- Recruits and coordinates volunteers for special events and community outreach in collaboration with staff.
- Coordinates monthly community cultural programming such as "2nd Wednesdays at the VLP" and organization's part of community outreach events like the Charles Village Festival
- Implements strategies to strengthen relationships with key stakeholders, partner organizations, businesses, and the community, including attending community meetings
- Markets and manages facilities rentals, including responding to rental inquiries, administering contract negotiations and agreements, overseeing staffing and/or acting as onsite contact during rental times.
- Provides a high level of customer service to partners, patrons, program participants, and the community at large.

- Conducts communication efforts, including website updates, drafting and sending email blasts, volunteer recruitment, and maintaining social media sites in collaboration with development team.
- Increases news media exposure (proven experience in relationship building with media a plus).
- Helps identify the annual strategies, themes, and targets for community communications.
- Works with development team in writing and securing blogs, articles, and other information for inclusion in newsletters, on the web page, and in postings on social media to update donors and the community at large.

Reporting:

- Enters data and contact notes into the donor database to capture volunteer activities, donor stewardship efforts, and event outcomes, and reports these results monthly, quarterly, annually, and as needed.
- Assists in evaluating activities and events for their effectiveness to aid in organizational success.

Staff Collaborations:

- Works as part of a team to achieve the VLP's Mission and to integrate the VLP's Core Principles in all efforts.
- Attends VLP staff meetings, Development Team meetings and meets with supervisor on a regular basis.
- Provides written reports on program activities to all staff via email; addresses email requests and phone messages in a timely manner.
- Contributes to "All Staff" and fundraising events as needed.
- Assists library staff members to serve library patrons in finding information and accessing resources when help is needed.
- Opens and closes library and 2510 building using proper security procedures.

Qualifications and Experience:

- Bachelor's degree required.
- Excellent organizational and time management skills with strong attention to detail and deadlines.
- 2+ years' experience in fundraising, event management, donor communication, or a combination of education and experience providing equivalent knowledge and experience.
- Self-starter with an ability to take initiative and manage multiple priorities.
- Proficiency in Office 365, popular social media platforms, and CRM/CMS.
- Outstanding interpersonal communication and customer service skills.
- Ability to organize, plan, and implement activities and events.
- Ability to work in a fast paced, collaborative environment.
- Personal qualities of maturity, friendliness, and a roll-up-your-sleeves attitude (history of Baltimore-area relationship building a plus).

Starting Compensation: \$22-\$25/hour

Please submit cover letter, resume, and a 1–2 page writing sample (i.e. print clipping, press release, eNewsletter, appeal letter, website copy, etc.) to Lina Hargadon, Director of Development, at lina.hargadon@villagelearningplace.org.

Post-offer background check and proof of COVID-19 vaccination required.